

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION**

Departmental Quality Improvement Council Meeting

A G E N D A

March 11, 2019

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10th Floor Conference Room

Los Angeles, CA 90020

Sandra Chang Ptasinski, Ph.D., Chair

I.	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II.	9:05 – 9:15	Clinical Risk Management Update	L. Ngo D. Benosa
III.	9:15 – 9:25	Pharmacy Updates	A. Nguyen
IV.	9:25 – 9:35	Patients' Rights Office Updates	M. Hernandez
V.	9:35 – 09:45	Compliance, Privacy, and Audit Services Bureau Policy Updates	R. Faveau
VI.	9:45 – 10:05	Cultural Competency Updates <ul style="list-style-type: none"> ➤ Integrated Health Multicultural Conference ➤ Culturally and Linguistically Inclusive Services P&P ➤ CCU Projects Careers in MH 	S. Chang Ptasinski
VII.	10:05 - 10:25	QID Updates <ul style="list-style-type: none"> ➤ Annual Test Calls Study CY 2019 Materials ➤ State and County Outcomes Performance Report – Spring 2018 ➤ Trends in Consumer Perception Survey (CPS) Provider-level data ➤ CALQIC 2019 	L. Shonibare
	10:25 – 10:30	Announcements:	

Next Meeting

April 8, 2019

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	March 11, 2019	
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Sandra Chang Ptasinski, Ph.D.	End Time:	10:30 a.m.	
Members Present	Andrew Nguyen; Angelica Fuentes; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Daiya Cunnane; Dara Vines; David Tavlin; Debi Berzon-Leitelt; Doris Benosa; Erica Melbourne; Gassia Ekizian; Gina Haase; Greg Tchakmakjian; Helena Ditko; Jessica Walters; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Ly Ngo; LyNetta Shonibare; Maria Gonzalez; Margaret Faye; Mary Camacho-Fuentes; Michele Munde; Michelle Rittel; Randolph Faveau; Sandra Chang Ptasinski; Socorro Gertmenian;			
Excused/Absent Members	Alyssa Bray; Cathy Williamson; Courtney Stephens; Emilia Ramos; Evelyn Lemus; Hyun Kyung Lee; Jerry Sefiane; Martin Hernandez; Susan Lam; Wendy Rivas; Yen-Jui-Lin;			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.		Dr. Chang Ptasinski
Review of Minutes	The February minutes were reviewed.	Minutes were reviewed and approved as noted.		QIC Membership

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Clinical Risk Management Update	<p>Safety Intelligence (SI) Update Ms. Benosa and Ms. Ngo informed the members that they are offering a one-hour presentation which was made available at San Fernando Community Mental Health Center. The presentation was very productive and included Program managers, Psychologists and Licensed Social Workers were in attendance. The presentation covers access to SI, types of clinical events to report, how to complete an event report, the Manager Review process, and features of the system.</p>	<p>Ms. Ngo announced if any of the Legal Entities or contract providers would like to have a presentation at their Service Area to please contact them directly. Doris Benosa at 213 351-6677, dbenosa@dmh.lacounty.gov or Ly Ngo at 351-6673, LyNgo@dmh.lacounty.gov</p>	<p>D. Benosa L. Ngo</p>
Pharmacy Updates	<p>Dr. Nguyen from Pharmacy Services provided an update on the clinical monitoring of Prescription Drug Prior Authorization (PA) Requests for Fiscal Year 2017 – 2018. Over this time period, Pharmacy received approximately 450 prior authorization requests, of which about 50% were approved and 50% denied. The primary reason for denied requests was failure to complete mandatory fields on the PA form, no rationale provided for requested medications, no documentation of prior trial/failure of at least two preferred formulary agents, no diagnoses, missing prescriber/supervising physician's signature, missing basic client identifiers, or use of an incorrect or old PA form. Other reasons for denied/returned requests were cases where the client had alternative insurance coverage or client could not be located in AVATAR (IBHIS).</p> <p>Pharmacy Services provide timely same-day responses with clear justification for PA denial and case-specific guidance for resubmission if applicable. Providers should be reminded that submitting complete forms will help to streamline the approval process for clinically appropriate requests.</p>		<p>A. Nguyen</p>

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Pharmacy Updates Cont.	Regarding plans for quality improvement, Pharmacy Services will continue to track/trend the number and reasons for approved/denied/returned PA requests. With the onboarding of more pharmacists and pharmacy staff, there may be opportunities for more direct interventions in the future.		A. Nguyen
Patient Rights Office Updates	No report available.		
Compliance, Privacy, & Audit Svcs Bureau	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
Cultural Competency (CC)Updates:	<p>Cultural Competency Unit Projects</p> <p>Dr. Chang Ptasinski provided an update on the Cultural Competency Unit (CCU) projects. First, the CCU is currently planning an Integrated Health Multicultural Conference tentatively scheduled for June 18th at the L. A. Convention Center. This conference will feature different models of health integration for Underserved communities, such as Veterans, Foster Care, Reintegration, persons who are recent immigrants asylum seekers, persons experiencing homelessness, etc. This conference will be open to all County departments. The conference is pending approval by the Board of Supervisors, once the “Save the Date” flyer becomes available it will be shared with the membership.</p> <p>The 2nd project involves the implementation of the “Career in Mental Health” pilot for High School students for which DMH will collaborate with DPH.</p>		S. Chang Ptasinski

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<p>Cultural Competency (CC) Updates Cont.</p>	<p>DPH is in the process of identifying 50 public schools for “Student Wellbeing Centers. DMH will utilize this schools for the “Careers in Mental Health”. Project proposal will include a mentorship and scholarship program. The CCU will partner with WET Division to implement this project.</p> <p>New Cultural Competency Policy & Procedure (P&P) Dr. Chang Ptasinski informed the members that the CCU has drafted the P&P and titled it “Culturally and Linguistically Inclusive Services”. Dr. Chang Ptasinski distributed a draft handout. She stated that the content of the P&P is based on the CC Plan requirements and also the Culturally and Linguistically Appropriate Services (CLAS) Standards for the Health Care Organizations. She thoroughly went over the draft form to provide QIC members the opportunity to review, make any suggestions, changes or additions to the content.</p> <p>Departmental QIC Feedback:</p> <ul style="list-style-type: none"> • Include a definition for “underserved communities” • Provide examples of “alternative formats” in the following bullet: “DMH makes available written materials (i.e. brochures, forms, signage, provider directories, beneficiary handbooks, appeal and grievance notices, denial, and termination notices) in threshold languages and in alternative formats that are easily understandable to meet the special language and communication needs of constituents” • Specify the frequency of Cultural Competence Plan updates in the following bullet: “Directly operated, contracted, and administrative programs collaborate with the DMH Ethnic Services Manager (ESM) to implement the Cultural Competence Plan at the program level and submit the necessary program-specific information needed for updating the plan in accordance with CCPR and CLAS Standards” 		<p>S. Chang Ptasinski</p>

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<p>Annual Test Calls Study CY 2019 Materials</p>	<ul style="list-style-type: none"> When asked by Dr. Chang Ptasinski if they would find it helpful to identify the CLAS Standard number and the Cultural Competence Plan criteria in the “Policy” and “Procedure” sections, the group answered affirmatively <p>The CCU will incorporate the QIC feedback into the P&P draft.</p> <p>The annual Test Calls Study for CY 2019 launched in SA 5 on March 1, 2019. According to Dr. Shonibare, the SA liaisons will receive a reminder email with Test Calls Study materials enclosed, from her or Zosima Mar, in the weeks approaching each SAs assigned month. Dr. Shonibare highlighted the following revisions to the Guidelines/Instructions. For CY 2019, Test Callers are instructed to:</p> <ul style="list-style-type: none"> Call from a blocked phone number Identify landmarks and streets to identify their location Prepare a name to be used on the call in advance Ask for the ACCESS Agent’s name prior to disconnecting the call Use the CY 2019 version of the survey form as older versions will not be accepted <p>The SA liaisons were instructed to make certain that volunteer test callers are provided with no less than the Guidelines/Instructions, blank CY 2019 survey forms, and relevant test calls scenarios, prior to starting their call(s).</p> <p>Per Dr. Melbourne’s report, SA 6 volunteer test callers would benefit from additional training.</p>	<p>All Test Calls Study CY 2019 materials, such as the Guidelines/Instructions, survey form, and beneficiary problem/complaint scenarios are accessible via the PSBQI website.</p> <p>Per the request of SA-specific or volunteer Test Callers-only trainings can be facilitated by their SAs QI liaison.</p>	<p>S. Chang Ptasinski</p> <p>L. Shonibare</p>

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<p>State and County Outcomes Performance Report Spring 2018</p>	<p>The State Performance Outcomes and County Performance Outcomes Reports for the November 2017 Customer Perception Survey (CPS) period is ready for distribution. It should be available for download via the PSBQI website after Tuesday, March 12, 2019. The CPS data collection requirement is federally mandated and occurs twice annually. The State and County Outcomes reports are generated for each survey period. Report data is gathered from four CPS forms: Youth Services Survey (YSS; ages 13 – 17 years); Youth Services Survey for Families (YSS-F; caregivers/family of consumers ages 0 – 17 years); Adult Consumer Survey (ages 18–59 years); and Older Adult Consumer Survey (ages 60 years and older)</p> <p>Provider-level data that reports performance for each of the aforementioned domains, including comparisons to County and United States (US) averages, are distributed separately.</p> <p>Overview</p> <ul style="list-style-type: none"> • 14,280 surveys were received • 11,766 were completed • SA 2 had the highest returned surveys at 36.3% • Adult response was the highest at 29.3% • Over 78% of surveys were completed in English, 21% were completed in Spanish. • Overall satisfaction for YSS-F was 92.4%, YSS was 87.0%, Adult was 86.7%, and Older Adult was 88.9%. County-wide there was a 1-2% decrease in overall satisfaction this survey period. 		<p>D. Cunnane</p>

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<p>Trends in Consumer Perception Survey (CPS) Provider-level data</p>	<p>During the triennial Medi-Cal System's Review session for QID, one reviewer expressed interest in trending provider-level CPS data. The reviewer also expressed understanding towards the number of providers participating in each survey period as well as the randomization of providers selected from period to period. They highlighted how several providers were below, if not significantly, the US and County averages and conveyed value in tracking said providers to observe trends in their performance. The SA liaisons indicated that CPS data would be experienced by QIC members as more meaningful and valuable if received faster than one-year. Dr. Shonibare shared factors that may be contributing to the delay.</p> <p>Dr. Chang Ptasinski mentioned current and ongoing discussions between LACDMH and State to make the CPS form electronic.</p>	<p>The QID will develop a workflow process for tracking provider-level CPS data that did not meet the US or County averages.</p> <p>Dr. Chang Ptasinski will share feedback regarding CPS data turnaround time and need for changes as it relates to obtaining CPS data from primarily field-based consumers, during her next scheduled call with California (CA) Department of Health Care Services (DHCS).</p>	<p>L. Shonibare</p>
<p>Handouts:</p>	<p>Policy/Procedure Update March 11, 2019.</p>		

Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.